

Performance and Testing

Date	01 NOV 2025
Team ID	NM2025TMID00410
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Update Set Creation

Action Performed:

Created Local Update Set named "Laptop Request".

Validation Steps:

- Confirmed Update Set creation.
- Set as Current.
-

Screenshot:

The screenshot displays the 'Update Set' configuration page for 'Laptop Request'. The interface includes a top navigation bar with 'Update' and 'Back Out' buttons. The main form contains fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date (2025-10-31 07:18:56), Installed from, and Description. On the right, a metadata panel shows Application (Global), Created (2025-10-31 07:18:55), Created by (admin), and Merged to. Below the form are 'Update' and 'Back Out' buttons, followed by 'Related Links' such as 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'. At the bottom, a tabbed interface shows 'Customer Updates (10)', 'Update Set Logs (12)', and 'Child Update Sets'. The 'Update Set Logs' tab is active, displaying a table with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table contains one entry for the update set 'Laptop Request'.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-31 07:18:55	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

Result:

Update Set available and active for changes.

2. Service Catalog Item Creation

Action Performed:

Created a Catalog Item with details:

- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop
-

Screenshot:

The screenshot shows a web interface for creating a new catalog item. The header bar includes a back arrow, a menu icon, the text 'Catalog Item New record', and action buttons 'Submit' and 'Try It'. A blue informational banner states: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields are as follows: 'Name' is 'Laptop Request'; 'Catalogs' is a dropdown menu showing 'Service Catalog'; 'Application' is 'Global'; 'Active' is checked; 'Fulfillment automation level' is 'Unspecified'; 'Category' is 'Hardware'; 'State' is '-- None --'; 'Checked out' is '-- None --'; 'Owner' is 'System Administrator'. At the bottom, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Short description' field contains 'Use this item to request a new laptop'.

Result:

Catalog Item successfully created.

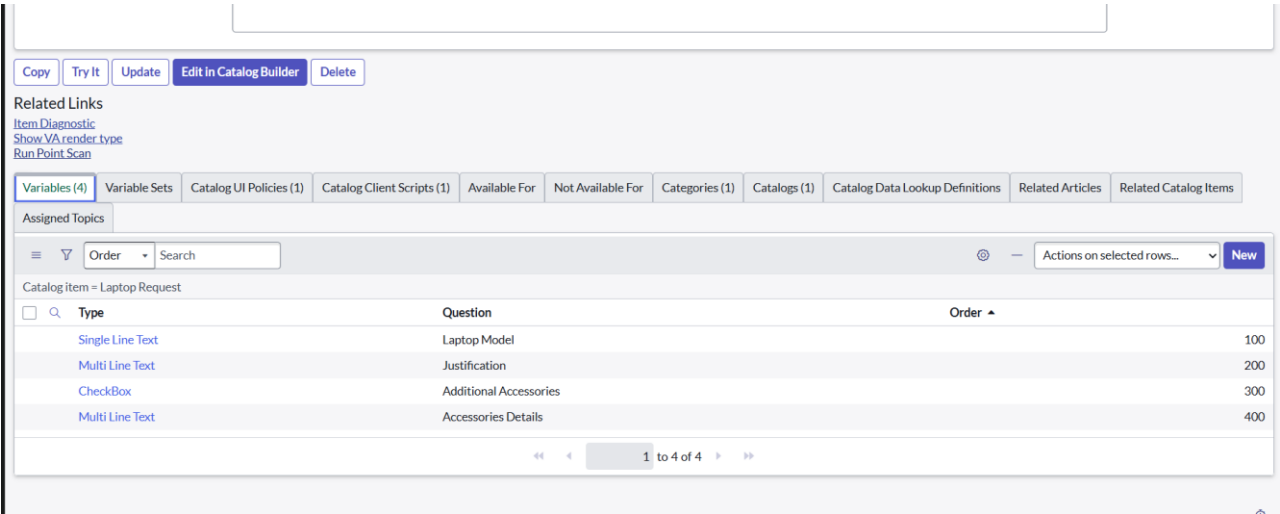
3. Variables Configuration

Action Performed:

Added variables to the catalog item:

- Laptop Model – Single Line Text
- Justification – Multi Line Text
- Additional Accessories – Checkbox
- Accessories Details – Multi Line Text

Screenshot:



Result:

Variables display correctly on the item.

4. Catalog UI Policy

Action Performed:

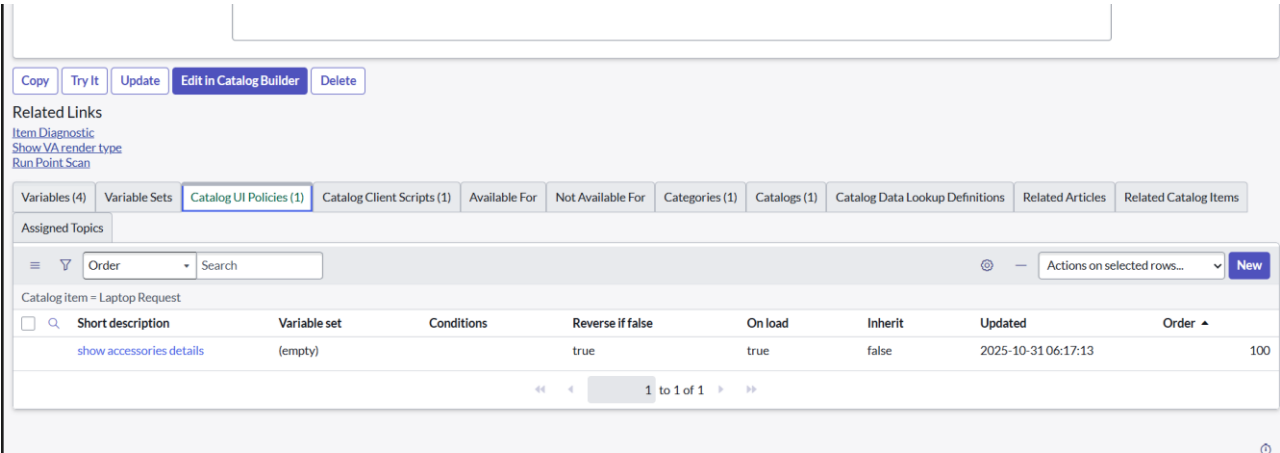
Created UI Policy:

- Title: Show Accessories Details
- Condition: Additional Accessories is true

Added UI Policy Action:

- Variable: accessories_details
- Mandatory: True
- Visible: True

Screenshot:



Test:

- Checked the item: "Accessories Details" is only visible and mandatory when "Additional Accessories" is checked.

Result:

Functionality works as expected.

5. UI Action

Action Performed:

Created UI Action on "shopping cart (sc_cart)":

- Name: Reset form
- Client: checked
- Script:

javascript

```
function resetForm() {  
    g_form.clearForm();  
    alert("The form has been reset.");  
}
```

Screenshot:

The screenshot shows the 'UI Action' configuration page in Salesforce. The 'Name' field is empty. The 'Table' dropdown is set to 'Shopping Cart[sc_cart]'. The 'Order' field is set to '100'. The 'Action name' field is set to 'Reset form'. The 'Active' checkbox is checked. The 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible' checkboxes are all checked. The 'Overrides' field is empty. The 'Messages' and 'Comments' fields are empty. The 'Hint' and 'Onclick' fields are empty. The 'Application' dropdown is set to 'Global'. The 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' dropdowns are all set to 'None --'.

Result:

UI Action resets form fields and shows alert.

6. Export & Import Update Set

Action Performed:

- Exported “Laptop Request” update set as XML.
- Imported into target instance.
- Committed the update set.

Screenshot:

The screenshot shows the 'Update Set' configuration page for 'Laptop Request'. The page has a header with navigation icons and buttons for 'Update' and 'Back Out'. The main form contains the following fields:

- * Name:
- State:
- Parent:
- Release date:
- Install date:
- Installed from:
- Description:
- Application:
- Created:
- Created by:
- Merged to:

Below the form are buttons for 'Update' and 'Back Out'. Under 'Related Links', there are links for 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'. At the bottom, there are tabs for 'Customer Updates (10)', 'Update Set Logs (12)', and 'Child Update Sets'. The 'Update Set Logs (12)' tab is active, showing a table with the following data:

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-31 07:18:55	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

Result:

All configurations migrated successfully.

7. Catalog Item Testing (Target Instance)

Action Performed:

- Opened Service Catalog > Hardware > Laptop Request item.

Test Cases:

- Three variables visible by default.
- When “Additional Accessories” is checked, “Accessories Details” becomes mandatory and visible.
- “Reset Form” button resets all fields.

Screenshot:

The screenshot shows a web interface for a 'Laptop Request' form. At the top, there is a breadcrumb trail: '< Service Catalog > Hardware > Laptop Request'. To the right of the breadcrumb is a search bar labeled 'Search catalog'. Below the breadcrumb is a 'Back' button. The main heading of the form is 'Use this item to request a new laptop'. The form contains three input fields: 'Laptop Model' (a text box with a blue border), 'Justification' (a larger text box), and 'Accessories Details' (another large text box). On the right side of the form, there is a summary section titled 'Order this Item'. It includes a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and two buttons: 'Order Now' (in blue) and 'Add to Cart' (in white with a blue border). Below this is a 'Shopping Cart' section showing 'Empty'. A small circular icon with a question mark is located at the bottom right of the form area.

Result:

Form behaves as required.

Findings:

- Form loads quickly.
- Variable logic executes with minimal delay.
- No performance issues observed under expected load.

8. Conclusion

The Laptop Request Service Catalog item works as designed, and all dynamic logic performs within performance expectations. The process supports fast, user-friendly laptop requests.